

April 27, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

MAY 02 2003

100-MAIL ROOM

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir, or Madam,

My name is Holly Lynn McCurdy and I am currently employed as an Agent for a telemarketing company known as Teleperformance USA located in Salt Lake City, Utah. What I do for a living is call on outbound sales on behalf of one of our clients known as Ingenix. I call doctors in offices, not at home, and tell them special offers on supplies they need and eventually will buy. These supplies are crucial for the proper functioning of their billing offices. I enjoy my job and need it terribly. I am very grateful to have it and now I fear that because of this act I may find myself out on the streets looking for another once again. My family and I cannot afford for this act to pass so I oppose it.

Let me tell you more about myself, perhaps to give you a face behind that annoying voice that calls you at home, in which you so despise. I am a single woman of twenty and I am currently supporting my entire family. My father and mother just went through a Bankruptcy and we lost our house because of it. Undoubtedly the fault was entirely father's and since he would not shape up I threw him out of the house, moving my mother and sister to an apartment so I may provide for them. My mother is mentally disabled and cannot hold a job for over six months, let alone find one, and my sister is not yet sixteen, so that forces me to be the worker of the family. In order to pay the bills and live I need this job and cannot afford to be in between jobs again. It has been a goal of mine to try and put some stability into my mother and sister's lives and you see if I was to lose my job then where is the stability? I would be just as bad as my father in that instance. You see, if I were to lose my employment I would not be able to pay the rent unless I relied solely on Welfare or Subsidized Housing which would probably make it so I would have to move once again, and right now we are just getting settled as it is.

Some dreams and goals of mine are to someday attend collage, although the future looks bleak for me right now due to limited time and funds, publish a book, and perhaps be able to sale art here and there on the side, or even become an artist. I am a kind and gentle soul and am considerate and contrite to those I call upon the phone. I will not lie to those I call nor am I a swindler. All I do is tell them facts about our products, advertising for our company, in which if you do not need you can politely refuse, or even ask to be placed on a do not call list, which usually takes a little bit of time, by the way, but is effective.

Are you aware Sir/Madam, that right now the average time spent between jobs in Utah is six whole months? Most places that are hiring are swamped with applications and people demanding interviews which gives employers the ability to pick and choose the person they feel is the most qualified. Just last month when I was job searching, the Hilton, a hotel in downtown Salt Lake had a stack of filled-out applications that was at least one foot tall! Mine was not even considered....

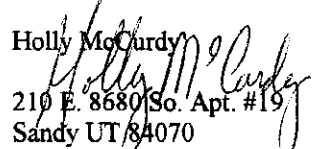
Sir/ Madam, are you also aware that if this act is passed that it will put hundreds, maybe even thousands more people out of work, adding to the already-high unemployment rate, and

hurting our already-ailing economy? At Teleperformance USA there is almost always at least 1500 people employed at one time, and you see, enforcing this act would put at least 60% of those people out of work. That is nearly half – about 600 to 750 people at this location alone! These are honest and hard-working individuals who need the jobs that our company provides to them. Each of them I that have become acquainted with are kind and considerate, open and outgoing people that do what they do because they have no other option available to them at the present time. They have hearts and are not just cold and callous programmed machines made specifically to blab your ear off all day, as some people may believe. They are not predators made to prey upon the wallets unwitting residents, nor do they laugh or call their purchaser a “sucker” when they are off the phone. We rejoice when we get a sale and make our quota because that ensures that we keep our jobs and helps our days go by faster. Personally, I enjoy helping people and if I don’t believe that the product I am promoting will not be of any use then I cannot sale it.

I oppose the National DNC list and restrictions of Predictive Dialers and support Teleperformance USA’s and the American Telemarketing Association’s proposed modifications to the FTC rules and hope that you will too. I need you to ask yourself one thing: which is the greater evil? Receiving a telephone call every once in a while which can be politely refused or even blocked, or putting someone out of a job? Mercy and compassion is all I ask....

I thank you for your time and full consideration on this topic,

Holly McCurdy


210 E. 8680 So. Apt. #19
Sandy UT 84070



Teleperformance USA
GLOBAL TELEMARKETING & TELESERVICES SOLUTIONS

MAY 02 2003
100-MAIL ROOM

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I am fortunate to be the Senior Vice President of Strategic Development for a major telemarketing company. I work out of the corporate office located in Salt Lake City, Utah. I have been with Teleperformance USA since our inception in 1993, and prior to that worked for various telemarketing companies in Nebraska as I was working my way through college. Having a job that allowed me the flexibility to work around my college studies and also paid well compared to various retail and food service opportunities allowed me to concentrate on my studies. And, coming from a tiny little town in the middle of Nebraska, it was exciting to me to deal with people all over the United States and to learn the marketing techniques of reputable clients. I even received my life and health insurance licenses courtesy of my employer so I could be assigned to a new program!

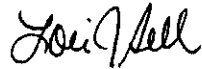
When I graduated from college with my degree in Business Administration, I had no idea what I wanted to do! However, I did know that my years spent in telemarketing had provided me with self-confidence and opportunity that would not exist in most other areas. I was already on the fast-track! Within two months of graduation, I moved to another state, then on to another, and another – all the while continuing to expand my marketing skills in various Operations, Quality Assurance, and Client Management roles.

So, over 19 years, I've made, witnessed, monitored, and supervised hundreds of thousands of calls. Sure, bad calls happen, and less than reputable companies exist, but you cannot summarily dismiss the billions of dollars and tens of thousands of jobs that are at stake due to a small percentage of problems. I strongly oppose the National DNC list and the restrictions on Predictive Dialers. I do support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules. There is nothing more infuriating to me than to receive a poor quality call at home. We have procedures and quality rules, and failure to abide by these procedure and rules results in disciplinary action. There must be some trust that our industry and the top firms and clients can legislate ourselves within the parameters suggested by the ATA. The reputable firms have nothing to gain by not practicing approved marketing tactics.

Commission's Secretary
April 23, 2003
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I am the primary breadwinner for my household in Salt Lake City. I also provide financial support to my family in Nebraska, including my handicapped brother. I need my job. The people that report to me need their jobs. The US economy needs people to be working, and to working at a wage that is above minimum wage, that provides healthcare, that keeps people off welfare. The responsibility of our representatives is to ensure that this happens.

Respectfully,

A handwritten signature in cursive script, appearing to read "Lori J. Sell".

Lori J. Sell
Senior Vice President – Strategic Development
Teleperformance USA
44 W Broadway
#1007
Salt Lake City, UT 84101

4-24-03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington D.C. 20554

MAY 02 2003

Ref: CG Docket NO. 02-278

Rules & Regulations Implementing the
Telephone Consumer Protection Act of 1991
Teleperformance USA Salt Lake City, UT
(TSR)

I feel that my job is beneficial to many people from our customers, to the hard working employees within the company.

I feel that we are selling a worth while and not to mention widely used product through out our entire nation. We are offering something that benefits millions, and keeping people informed of changes daily.

If you take telemarketing away from the job market, you are putting thousands of hard working men and women out of work. This is

my first real opportunity to make something out of myself, and if you take that away, I will surely become just another statistic of a single mother on welfare. I am sure I speak for many when I say I deserve the chance to do it on my own instead of depending on a monthly

check from the state, limiting the type of life my child will be able to live, and limiting our life experiences we would be able to share, if we could afford it. I strongly oppose the National DNC List and restrictions on Predictive Dialers and I place all of my support in Teleperformance USA and the American Telemarketing Association's Proposed modifications to the FTC Rules.

Thank you for your full consideration on this topic

Onalea Turnbull
3321 South Valcrest Dr.
West Valley City, UT
84119

4/24/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

MAY 02 2003

100-MAIL ROOM

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone
Consumer Protection Act of 1991.

To whom it may concern,

My name is Alicia Little and I work in Salt Lake City, UT at Teleperformance USA with Sales Client Services for Sprint. I am a sales representative and I upsell good products to existing Sprint customers. I enjoy talking with these people. This law is going to take my job away. I have a family to support and Bills to pay. I can't afford to lose my job. We are good people. I also think this law will hurt the economy and I won't be the only family left on the street. I appose the National DNC lis

and its policies on privacy matters. I support
Teleperformance USA's and the American Telemarketing
Association's proposed modifications to the FTC Rules.
There are several options out there for people
who do not wish to be called. It's not fair
to me or my family.

Thank you for your full consideration on
this topic and my family's well being.

Alicia Little
Alicia Little

3401 W. Alan Ave
WVC UT
84119

LET LG DCKET NO. 02-218

To: Commission's Secretary
Office of the
Secretary
Federal Communications
Commission

MAY 02 2003

445 12th Street S.W.
Washington D.C. 20554

Commissions Secretary,

I am writing in concern of the existing decisions regarding telemarketing laws that could have an effect on myself and also my co-workers.

I would just like to point out that this job is my financial support. Which helps me pay my bills, support myself and daughter, and pays above min. wage for customer service. I would also like to point out that it employs a lot of other people I care about.

Another thing I would like to point out that is, that in these days it is very hard to find a job. Especially one that will work around a school schedule. So I would really like you to see how important my job is to me and my daughter.

I also feel like I am just offering the customers I am calling, great deals to save them money. And that I am not pulling their leg on any deals I am offering. Many people really enjoy getting information that saves there money. Let me also point out that telemarketing is a great way to get the word out without having to use all that paper

filling up peoples mailboxes. Most has that come in the paper people don't even look at and that is a great waste of paper, if you've ever noticed.

I think just having people request to be put on a do not call list is enough. Because there are others who are interested. Especially me because it is my job.

Thank You for your full consideration on this topic
from:
Jennifer Smoke (Outbound Rep)
2711 S. Orchard Dr #3
Bountiful UT 84070

the American citizen from pitting
into poverty. I am vehemently
opposed to the FCC's potential restric-
tions & the demoralizing thought
of cancelling thousands of jobs
because a select number of people
are fortunate enough to have the
time to go out & purchase the goods
they need & have no need for a
telemarketing call.

Madie Kucker & FROM
4162 S. Morgan Cir.
SIC, UT. 84107

To → Commission's Secretary
~~Office of the Secretary~~
Federal Communications Commission
445 12th Street S.W.
Washington D.C. 20554

CC Docket # 02-278

MAY 02 2003

TO: ~~WILLIAM H. MULLY~~ DIRECTOR, TO: ~~COMMISSIONER'S~~ SECRETARY
Office of the Secretary
Federal Communications Commission
445 12th Street SE
Washington DC 20554

My name is Charity Eapenison. I am a teleperformance USA
Salt Lake City, UT - teleperformance USA
Sprint PCS account. I am a TSR. I really like
my job. It provides food, shelter, & clothing for
my daughter. I feel that the products I sell
to my customers are very reasonable & good.
~~When~~ We just sell our products to Sprint™
customers & most are very happy to sign up
w/ our services. My job is ^{only} the income for
me & my daughter. I am a single mother &
my daughter is my life. without this job
she wouldn't have the things she has now. If
I lost my job me & my daughter would be on
the streets & our life would be hell. She is a



Beautiful girl. her father helps
out but is in Iraq because of the
war. SO I am the bread
winner & the state ~~not~~ ^{my}
daughter assistance doesn't help much.
Guidani So with that in mind PLEASE
do not pass this national DNC list & I
oppose the restrictions on Predictive
Dialers & I support FUSIA & the
American telemarketing Association's

Proposed Modifications to the FIC rules
Thank you for your time. Have a great &
Blessed Day 😊!

Charity Fatt
Garrison

201 E. South H temple #30
Salt Lake city, UT
84111